



Matthew W. Gissendanner
Assistant General Counsel

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July 31, 2017

VIA ELECTRONIC FILING

Mr. David Stark, Esquire
Public Service Commission of South Carolina
101 Executive Center Drive
Columbia, South Carolina 29210

RE: James Madison Malloy, Sr. v. South Carolina Electric & Gas Company
Answer and Motion to Dismiss of South Carolina Electric & Gas
Company
Docket No. 2017-232-G

Dear Mr. Stark:

On or about July 18, 2017, Mr. James Madison Malloy, Sr. commenced the instant action by filing a Complaint with the Public Service Commission of South Carolina ("Commission"). By way of this letter, South Carolina Electric & Gas Company ("SCE&G") hereby responds to the Complaint and respectfully requests that the Commission dismiss Mr. Malloy's Complaint on the grounds that he has failed to state a claim upon which relief can be granted. While the Commission is considering SCE&G's request, the Company also requests that the Commission toll the hearing date and the deadlines for filing testimony for all parties in the above-referenced docket.

Mr. Malloy's Allegations

In his Complaint, Mr. Malloy checked the boxes for "Billing Error/Adjustments," "Disconnection of Service," "Service Issue," "Meter Issue," and "Wrong Rate" to identify the type of complaint that he was making. Mr. Malloy provided no further information about his complaint on the Complaint form, but he did attach to the Complaint form a letter addressed to SCE&G Customer Service/Complaint Office from Mr. Malloy. In that letter, Mr. Malloy alleges that he is "a 68 year[] old unemployed [d]isabled vet looking for employment" and complains about two primary issues—(1) disconnection of his natural gas service on May 25, 2017, and (2) total monthly charges on his natural gas bill from January through June 2017 are higher than what was charged on his natural gas bill received in December 2016.

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With respect to the disconnection of natural gas service on May 25, 2017, Mr. Malloy alleges that SCE&G “cut [his] gas off on May 25, 2017,” even though his billing statement “said it was supposed to be cut off on the 26 of May.” Mr. Malloy further alleged that he “went to [an] IGA Store and paid \$160[.]00” but that “[his] gas stayed off for 6 days” and that SCE&G was now asking for \$112.88.

With respect to his total monthly charges on his natural gas bill, Mr. Malloy alleges that “[s]ince December 22, 2016 [his] bill was \$49.32, that “now it has increase[d] over the months of June 12, 2017,” and that “[he] feel[s] [SCE&G’s] gas meter is defect[ive].” Mr. Malloy further alleges that his house is a “very small house” with “one stove and one heater” and that his house “[wa]sn’t a restaurant.” Mr. Malloy further requested that SCE&G send a technician to check his meter and requested that SCE&G provided him with a check, rather than a credit, for the alleged “mistake.”

Put simply, Mr. Malloy’s Complaint is meritless. He does not allege that SCE&G has violated any applicable statute, law, regulation or order within the Commission’s jurisdiction. Because he fails to do so, this Complaint should be dismissed.

SCE&G’s Response to Mr. Malloy’s Allegations

In response to Mr. Malloy’s allegations, SCE&G avers that the residential gas only account at 120 Agerton Street, Cheraw, South Carolina 29520 was established on January 4, 2013, in the name of Ms. Vadis Fields and that on June 21, 2017, Ms. Fields contacted SCE&G to have Mr. Malloy added to her account. Ms. Fields remains the account holder. SCE&G admits that its records indicate that Mr. Malloy is 68 years old; however, SCE&G is without sufficient information to form a belief as to the truth of whether Mr. Malloy is an “unemployed [d]isabled vet looking for employment” and demands strict proof thereof.

Turning first to Mr. Malloy’s complaint about SCE&G’s disconnection of the natural gas service to 120 Agerton Street on May 25, 2017, SCE&G further avers that, by statement dated May 5, 2017 (“May Billing Statement”), SCE&G billed Ms. Fields \$160.98, of which \$26.55 was for natural gas service provided to the 120 Agerton Street residence from March 31, 2017, to May 3, 2017; \$132.44 was for the unpaid previously billed amount, and \$1.99 was for a late payment charge. The top of the first page of the May Billing Statement, which is included in Exhibit B with confidential customer account information redacted, plainly instructed Ms. Fields to “[p]ay the ‘Past Due Amount’ of \$132.44 so that we receive payment by 5:00 PM on 05/18/17 and to “[p]ay the ‘Current Charges’ of \$28.54 so that we receive payment by 5:00 PM on 05/26/17” and warned that “[t]o avoid further credit action, which may include requiring a deposit and/or disconnection of your service, your ‘Past Due

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Amount' and 'Current Charges' must be **received** by the dates shown.” (Emphasis added.) The May Billing Statement also include an “Important Notice” on page 3 which likewise informed Ms. Fields that “[t]he previous bill amount was not paid in full, creating a **“Past Due Amount” of \$132.44**. This amount **must be received by 5:00 PM on 05/18/17** to avoid further credit action, which may include requiring a deposit and/or disconnection of your service” and that “[t]he **“Current Charges” of \$28.54 must be received by 5:00 PM on 05/26/17** to avoid further credit action which may include requiring a deposit and/or disconnection of your service.”

SCE&G further avers that by final notice dated May 18, 2017 (“Final Notice”), SCE&G informed Ms. Fields that “[i]f the Past Due Amount of \$132.44 is not received by 5:00 PM on 5/24/17, your service is scheduled to be disconnected.” The Final Notice, which is attached hereto as Exhibit A with confidential customer account information redacted, also informed Ms. Fields “[i]f service is disconnected, some or all of the following may be required to restore your service: the total amount due for electric and/or natural gas service, a reconnection fee, and a deposit amount of \$65.00.”

SCE&G avers that it received no payment prior to 5:00 PM on May 24, 2017, and admits that natural gas service to 120 Agerton Street was disconnected on May 25, 2017, for failure to pay the past due amount. With respect to Mr. Malloy’s allegation that “the statement said it was supposed to be cut off on the 26 of May,” SCE&G admits that the May Billing Statement indicated that *current charges* must be paid by 5:00 PM on May 26; however, the natural gas service was not terminated for failure to pay the *current charges*. Service was terminated for failure to pay the *past due amount*, which the May Billing Statement indicated needed to be paid by 5:00 p.m. on May 18 and the Final Notice indicated needed to be paid by 5:00 p.m. on May 24.

SCE&G is without sufficient information to form a belief as to truth of whether Mr. Malloy “went to [an] IGA Store” and demands strict proof thereof. SCE&G avers that, on May 30, 2017, SCE&G received a report of the posting of a \$158.00 payment on the account (not \$160.00 as alleged by Mr. Malloy), and that SCE&G reconnected service that same day upon the payment’s posting. SCE&G admits that natural gas service at 120 Agerton Street was off from the time service was disconnected on May 25 until service was restored on May 30, 2017, the date that SCE&G received the posting of the \$158.00 payment. SCE&G avers that the payment received indicated that it had been made at an unauthorized payment agency. SCE&G avers that unauthorized payments are typically not received by SCE&G until 3-5 business days after the payment is made.

SCE&G further admits that by statement dated June 7, 2017 (“June Billing Statement”), SCE&G billed Ms. Fields for \$112.88, of which \$19.48 was for natural

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gas service provided to the 120 Agerton Street residence from May 3, 2017, to June 5, 2017; \$65.00 was for a deposit amount, \$25.00 was for a reconnection charge, and \$0.42 was for a late payment charge. All charges assessed were consistent with what SCE&G stated in the Final Notice, i.e., “[i]f service is disconnected, some or all of the following may be required to restore your service: the total amount due for electric and/or natural gas service, a reconnection fee, and a deposit amount of \$65.00.” A copy of the June Billing Statement is included in Exhibit B with confidential customer account information redacted.

With respect to Mr. Malloy’s allegations regarding the total charges on his monthly bills, SCE&G admits the residence at 120 Agerton Street “isn’t a restaurant” and that, as of the date that Ms. Fields established service in January 2013, the only natural gas appliances were a wall furnace and a range. SCE&G further admits that, by statement dated December 5, 2016 (“December Billing Statement”), SCE&G billed Ms. Fields \$49.32 for natural gas service at the 120 Agerton Street residence and that subsequent billing statements from January to July have all shown higher total charges than the December Billing Statement. SCE&G avers that a review of the billing statements reveals that the higher total monthly charges are primarily the result of unpaid past due amounts, not increased usage.

Below is a chart showing the billing statement date, the total charges, the past due amounts, the current billing period charges for natural gas service, other charges (i.e., deposits, late payment charges, etc.) and the average daily usage during the current billing period.

| Billing Statement Date | Total Charges | Past Due Amounts | Current Gas Charges | Other Charges | Average Daily Usage During Current Billing Period (Therms) |
|------------------------|---------------|------------------|---------------------|---------------|--|
| December 5, 2016 | \$49.32 | \$0.01 | \$49.31 | \$0.00 | 1.067 |
| January 5, 2017 | \$116.91 | \$29.32 | \$87.15 | \$0.44 | 1.758 |
| February 3, 2017 | \$218.55 | \$116.91 | \$99.89 | \$1.75 | 1.966 |
| March 3, 2017 | \$179.32 | \$116.80 | \$60.77 | \$1.75 | 1.033 |
| April 4, 2017 | \$132.44 | \$79.32 | \$51.93 | \$1.19 | 1.250 |
| May 5, 2017 | \$160.98 | \$132.44 | \$26.55 | \$1.99 | 0.394 |
| June 7, 2017 | \$112.88 | \$27.98 | \$19.48 | \$65.42 | 0.250 |
| July 6, 2017 | \$125.80 | \$112.88 | \$11.23 | \$1.69 | 0.000 |

The table above plainly demonstrates that the usage at 120 Agerton Street was consistently between 1-2 therms per day during the billing periods for the December Billing Statement and the statements dated January 5, 2017, through April 4, 2017 (during the winter heating season), and that there was little to no usage thereafter. The table also plainly illustrates that the reason the charges on the billing statements

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received in January through July were higher than the charges on the December Billing Statement is because the bills were not being paid in full and there were significantly higher unpaid past due amounts being carried forward each month. On this basis alone, SCE&G denies Mr. Malloy's allegation that SCE&G's gas meter is defective. Nevertheless, on July 24, 2017, and consistent with applicable Commission regulations, SCE&G removed the Mr. Malloy's gas meter at 120 Agerton Street and tested it for accuracy at the Company's facilities on July 27, 2017. SCE&G avers that the test performed on the natural gas meter showed that it was working properly and operating within regulatory standards. A copy of the test results with confidential customer account information redacted is attached hereto as Exhibit C.

A copy of the Billing Statements from December 5, 2016, to July 6, 2017, are attached hereto as Exhibit B with confidential customer account information redacted. The bills plainly demonstrate that the account at 120 Agerton Street was being charged a proper rate and the bills were being calculated correctly. Mr. Malloy has offered no allegation to the contrary (other than the checked boxes for "wrong rate" and "billing error/adjustment"), and SCE&G therefore denies any allegation that it is charging the account at 120 Agerton Street an incorrect rate or that it calculated the charges on the bills incorrectly.

Any statement or allegation not specifically admitted herein is denied.

In short, Mr. Malloy has failed to allege a sufficient factual basis to support any claim of wrongdoing and has failed to demonstrate that SCE&G violated any applicable statute, rule, regulation, or order under this Commission's jurisdiction.¹ As such, Mr. Malloy's Complaint should be dismissed.

Based upon the foregoing, SCE&G respectfully requests that Mr. Malloy's Complaint be dismissed. SCE&G further requests that, while the Commission is considering the Company's request, the Commission toll the hearing date and the deadlines for filing testimony for all parties in this docket.

By copy of this letter, we are serving this motion and the affidavit of Carolyn B. Frick upon Mr. Malloy and the South Carolina Office of Regulatory Staff and enclose a certificate of service to that effect.

Moreover, by copy of this letter, we are also informing Mr. Malloy that, pursuant to Commission Regulation 103-829, his response to this motion is due within ten (10) days after service of the motion. According to our calculations, Mr. Malloy's response is due no later than Thursday, August 10, 2017.

¹ Attached hereto as Exhibit D is a letter from the South Carolina Office of Regulatory Staff to Mr. Malloy, dated July 11, 2017, informing Mr. Malloy that "[t]he ORS investigation has determined the Company's action in the matter complies with the [Commission] regulation on disconnection for non-pay."

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If you have any questions or concerns, please do not hesitate to contact us.

Very truly yours,


Matthew W. Gissendanner

MWG/kms

cc: James Madison Malloy, Sr.
Dawn Hipp
Jenny R. Pittman, Esquire
(all via electronic mail and U.S. First Class Mail w/ enclosure)

BEFORE
THE PUBLIC SERVICE COMMISSION OF
SOUTH CAROLINA
DOCKET NO. 2017-232-G

IN RE:

James Madison Malloy, Sr.,

Complainant/Petitioner,

v.

South Carolina Electric & Gas Company,

Defendant/Respondent.

AFFIDAVIT

Personally appeared before me Carolyn B. Frick who, having first been duly sworn, deposes and states as follows:

1. My name is Carolyn B. Frick and I am a Lead Analyst for South Carolina Electric & Gas Company ("SCE&G" or "Company"). Among other things, I am responsible for the investigation of customer complaints received through the South Carolina Office of Regulatory Staff as well as customer complaints filed with the Public Service Commission of South Carolina ("Commission") requesting a hearing before the Commission. I am competent to make this affidavit.

2. This affidavit is based upon my personal knowledge and review of documents received and maintained in the ordinary course of business by SCE&G. I am familiar with the records of SCE&G that pertain to Mr. James Madison Malloy, Sr. and have personally worked on the documents and records concerning Mr. Malloy.

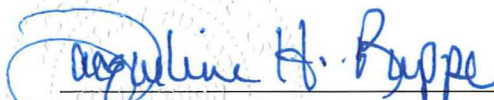
3. I assisted SCE&G's attorney in preparing the Company's Answer and Motion to Dismiss dated July 31, 2017, which was filed in response to the Complaint of Mr. Malloy dated July 17, 2017. I have read the Answer and Motion to Dismiss and verify that the information contained therein is true and accurate to best of my knowledge, information and belief.

FURTHER AFFIANT SAYETH NOT.



Carolyn B. Frick

Sworn to and subscribed before me
this 31st day of July, 2017



Notary Public for South Carolina
My Commission Expires: 09/10/19



SERVICE FOR
VADIS FIELDS
120 AGERTON ST
CHERAW SC 29520-3308

EXHIBIT A Page 1 of 2

ACCOUNT NUMBER

Page 1 of 2

TOTAL AMOUNT DUE
\$160.98

www.sceg.com

CUSTOMER SERVICE - 24 HOURS A DAY

1-800-251-7234, toll-free

NOTICE DATE

May 18, 2017

Payment Options

Online: Visit sceg.com to pay directly from your bank account or credit card.

By Mail: Pay by check or money order using the enclosed envelope. Please do not pay by cash.

By Phone: Call 1-800-450-9160, toll-free, 24 hours a day to pay using your credit card, debit card or directly from your bank account. There is a fee of \$3.50 per transaction that BillMatrix receives for providing this service. Additional limitations may apply.

Business Office: Visit an SCE&G business office located near you to pay in person. This is a free service.

FLORENCE OFFICE, 1812 NORTH IRBY ST,
FLORENCE SC 29501

Authorized Payment Agencies: Visit an authorized payment location near you to pay in person. This is a free service.

PEARL STREET ASSURATA, 106 PEARL
ST, DARLINGTON SC 29532

ALL SC AND NC WALMARTS

A late payment charge of 1.5% will be added to any balance remaining 25 days after billing.

FINAL NOTICE

➡ If the Past Due Amount of \$132.44 is not received by 5:00 PM on 5/24/17, your service is scheduled to be disconnected.

Our records indicate an Important Notice was mailed to you with your bill.

If service is disconnected, some or all of the following may be required to restore your service:

- the total amount due for electric and/or natural gas service,
- a reconnection fee, and
- a deposit amount of \$65.00.

Please use one or more of the following payment options:

- CASH • CHECK • MONEY ORDER • CASHIER'S CHECK
- ONLINE at sceg.com (by credit card or directly from your bank account)
- BY PHONE using BillMatrix

If this notice does not agree with your records, or if you require assistance with payment options, please contact SCE&G immediately at 1-800-251-7234. Para mayor explicación acerca de este importante aviso, por favor llame a SCE&G y pida hablar con un representante en español.

Before Service is Disconnected

1. You have the right to a personal interview with an SCE&G representative authorized to accept full payment or assist you in making other payment arrangements prior to disconnection. To arrange an interview, call 1-800-251-7234 between 8:00 AM and 5:00 PM Monday through Friday to reach an SCE&G representative at 220 Operation Way, Cayce, SC 29033.
2. Residential service will not be terminated from December 1 to March 31 if the customer, or a member of his household at the premises being served, furnishes SCE&G, no less than 3 days prior to termination or to the terminating crew at the time of termination, a certificate on a form provided by SCE&G and signed by (i) a licensed physician, stating that termination of electric and/or gas service would be especially dangerous to such person's health, and (ii) the customer, stating that he is unable to pay by installments. A certification expires 31 days after execution by the physician and may be renewed for an additional 30 days no more than 3 times.
3. If you are a residential customer enrolled in SCE&G's White Cross Plus+ Program, then service may only be disconnected in accordance with S.C. Code Ann. § 58-5-1110 and/or § 58-27-2510 et seq., as amended.
4. SCE&G works with its customers, including special needs customers, who require help from local agencies.
5. Call 1-800-251-7234 to have SCE&G investigate any dispute you may have concerning your service. The South Carolina Office of Regulatory Staff is available at 1-800-922-1531 to investigate and review any unresolved disputes between you and SCE&G.

PLEASE RETURN THIS PORTION WITH YOUR PAYMENT.

**Final Notice**

PAST DUE AMOUNT

\$132.44 due 5/24/17

ACCOUNT NUMBER

TOTAL AMOUNT DUE

\$160.98

90106

138619803

VADIS FIELDS
120 AGERTON ST
CHERAW SC 29520-3308

PO Box 100255
Columbia, SC 29202-3255

Please enter amount enclosed.

\$

Write account number on check
and make payable to SCE&G.





ACCOUNT NUMBER

Page 2 of 2

CUSTOMER SERVICE
1-800-251-7234NOTICE DATE
May 18, 2017TOTAL AMOUNT DUE
\$160.98www.sceg.com**Unauthorized Payment Agencies:**

Additional payment centers may exist that are not SCE&G authorized payment agencies. While these unauthorized agencies may accept your SCE&G payment, they will charge you a fee for doing so, and your payment will be delayed in reaching SCE&G.

Provide current mailing address:



www.sceg.com

CUSTOMER SERVICE - 24 HOURS A DAY

1-800-251-7234, toll-free

EMERGENCY SERVICE - 24 HOURS A DAY

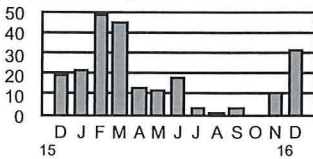
Gas leaks, downed lines or power outages

1-888-333-4465, toll-free

DECEMBER STATEMENT GENERATED ON:

Dec 5 2016

Gas Usage History - Therms



| | Dec 15 | Dec 16 |
|------------------------|---------|---------|
| Therms used | 20 | 32 |
| Avg regional temp | 59 | 56 |
| Days in billing period | 30 | 30 |
| Cost | \$39.05 | \$49.31 |

For a complete set of tools to analyze your usage, log on to sceg.com.

SERVICE FOR

VADIS FIELDS
120 AGERTON ST
CHERAW SC 29520-3308

EXHIBIT B Page 1 of 23

ACCOUNT NUMBER Page 1 of 2

DATE DUE

Dec 22 2016

TOTAL AMOUNT DUE

\$49.32

ACCOUNT SUMMARY

| | |
|-------------------------------------|---------|
| Previous Bill Amount | \$16.01 |
| Payment Received 11/15/16 THANK YOU | -16.00 |
| Current Charges | 49.31 |

Total Amount Due \$49.32

A late payment charge of 1.5% may be added to any balance remaining 25 days after billing.

SUMMARY OF CURRENT CHARGES

| | |
|------------------------------|----------------|
| Gas Charges | \$49.31 |
| Total Current Charges | \$49.31 |

CURRENT CHARGES

Gas Charges

RATE PLAN

32S - Res Standard Ser

METER READING

Gas Meter read on 12/01/16 at 06:29 am
(Next scheduled read date 1/3/17)

| METER NO. | BILLING PERIOD | DAYS | CURRENT | PREVIOUS | CONSTANT | USAGE (CCF) | BTU FACTOR | THERMS |
|--|---------------------|------|---------|----------|----------|-------------|------------|----------------|
| 000916857 | 11/01/16 - 12/01/16 | 30 | 9039 | 9008 | 1 | 31 | 1.0320 = | 32 |
| Basic Facilities Charge | | | | | | | | 10.90 |
| Base - First 8 Therms X \$ 1.103760 | | | | | | | | 8.83 |
| Next 24 Therms X (\$ 1.103760 + \$ 0.068540 WNA) | | | | | | | | 28.14 |
| Franchise Fee 3.00% paid to the Town of Cheraw | | | | | | | | 1.44 |
| Total Gas Charges | | | | | | | | \$49.31 |

Electronic check conversion. When you provide a check as payment, you authorize us either to use information from your check to make a one-time electronic fund transfer from your account or to process the payment as a check transaction.

PLEASE KEEP THIS PORTION FOR YOUR RECORDS.

PLEASE RETURN THIS PORTION WITH YOUR PAYMENT, MAKING SURE THE RETURN ADDRESS SHOWS IN THE ENVELOPE WINDOW.



A

00000013073 01 RG 340003681 E

000000101

VADIS FIELDS
120 AGERTON ST
CHERAW SC 29520-3308

PO Box 100255
Columbia, SC 29202-3255

ACCOUNT NUMBER

TOTAL AMOUNT DUE

\$49.32

DATE DUE

Dec 22 2016

Please enter amount enclosed.

\$

Write account number on check and make payable to SCE&G.





www.sceg.com

Payment Options

By Mail: Pay by check or money order in the enclosed envelope.

Online: Visit scceg.com to pay directly from your bank account or credit card.

By Phone: Call 1-800-450-9160, toll-free, 24 hours a day to pay using your credit card, debit card or directly from your bank account. There is a fee of \$3.50 per transaction that BillMatrix receives for providing this service. Additional limitations may apply.

Business Office :

FLORENCE OFFICE, 1812 NORTH IRBY ST,
FLORENCE SC 29501

Authorized Payment Agencies:

Visit an authorized payment location near you to pay in person. There is no fee associated with service at an authorized payment location.

PEARL STREET ASSURATAX, 106 PEARL
ST, DARLINGTON SC 29532

ALL SC AND NC WALMARTS

Unauthorized Payment Agencies:

Additional payment centers may exist in your area that are not SCE&G authorized payment locations. While these unauthorized locations may accept your SCE&G payment, they will charge a fee for doing so, and your payment will be delayed in reaching SCE&G.

CUSTOMER SERVICE

1-800-251-7234

STATEMENT DATE

Dec 5 2016

EXHIBIT B Page 2 of 23

ACCOUNT NUMBER

Page 2 of 2

DATE DUE

Dec 22 2016

TOTAL AMOUNT DUE

\$49.32

Third Party Notification Program is a safety net that allows others to be aware of a situation that may affect your energy service, especially during extreme weather conditions. This program gives you the option of naming another person (such as a friend, relative, neighbor, clergy or social agency) to receive a copy of any disconnection notice sent to you. ***The third party is not responsible for paying the bill.*** Call 1-800-251-7234 to enroll.



SERVICE FOR
VADIS FIELDS
120 AGERTON ST
CHERAW SC 29520-3308

EXHIBIT B Page 3 of 23
ACCOUNT NUMBER
Page 1 of 3

TOTAL AMOUNT DUE
\$116.91

www.sceg.com

CUSTOMER SERVICE - 24 HOURS A DAY

1-800-251-7234, toll-free

EMERGENCY SERVICE - 24 HOURS A DAY

Gas leaks, downed lines or power outages

1-888-333-4465, toll-free

JANUARY STATEMENT GENERATED ON:
Jan 5 2017

Gas Usage History - Therms



| | Jan 16 | Jan 17 |
|------------------------|---------|---------|
| Therms used | 22 | 58 |
| Avg regional temp | 59 | 51 |
| Days in billing period | 33 | 33 |
| Cost | \$43.84 | \$87.15 |

For a complete set of tools to analyze your usage,
log on to sceg.com.

SEE IMPORTANT NOTICE

Your previous bill amount was not paid in full, and your account is now past due.

Steps You Should Take

1. Pay the "Past Due Amount" of \$29.32 so that we receive payment by **5:00 PM on 01/19/17**.
2. Pay the "Current Charges" of \$87.59 so that we receive payment by **5:00 PM on 01/25/17**.

Risk of Disconnection and/or Credit Action

To avoid further credit action, which may include requiring a deposit and/or disconnection of your service, your "Past Due Amount" and "Current Charges" must be received by the dates shown.

For more details about disconnection, your payment options and your rights, see important notice.

ACCOUNT SUMMARY

| | |
|-------------------------------------|---------|
| Previous Bill Amount | \$49.32 |
| Payment Received 12/14/16 THANK YOU | -20.00 |
| Current Charges | 87.59 |

Total Amount Due \$116.91

A late payment charge of 1.5% may be added to any balance remaining 25 days after billing.

SUMMARY OF CURRENT CHARGES

| | |
|------------------------------|----------------|
| Gas Charges | \$87.15 |
| Other Charges & Credits | 0.44 |
| Total Current Charges | \$87.59 |

PLEASE KEEP THIS PORTION FOR YOUR RECORDS.

PLEASE RETURN THIS PORTION WITH YOUR PAYMENT, MAKING SURE THE RETURN ADDRESS SHOWS IN THE ENVELOPE WINDOW.

ACCOUNT NUMBER

Your account is Past Due

| | | | | |
|----------------------------|---|----------------------------|---|------------------|
| PAST DUE AMOUNT | + | CURRENT CHARGES | = | TOTAL AMOUNT DUE |
| \$29.32 due 1/19/17 | | \$87.59 due 1/25/17 | | \$116.91 |

A

00000012993 01 N1 005003661 E

VADIS FIELDS
120 AGERTON ST
CHERAW SC 29520-3308

PO Box 100255
Columbia, SC 29202-3255

Please enter amount enclosed.

\$

Write account number on check and make
payable to SCE&G.





www.sceg.com

Payment Options

By Mail: Pay by check or money order in the enclosed envelope.

Online: Visit sceg.com to pay directly from your bank account or credit card.

By Phone: Call 1-800-450-9160, toll-free, 24 hours a day to pay using your credit card, debit card or directly from your bank account. There is a fee of \$3.50 per transaction that BillMatrix receives for providing this service. Additional limitations may apply.

Business Office :

FLORENCE OFFICE, 1812 NORTH IRBY ST,
FLORENCE SC 29501

Authorized Payment Agencies:

Visit an authorized payment location near you to pay in person. There is no fee associated with service at an authorized payment location.

PEARL STREET ASSURATAX, 106 PEARL
ST, DARLINGTON SC 29532

ALL SC AND NC WALMARTS

Unauthorized Payment Agencies:

Additional payment centers may exist in your area that are not SCE&G authorized payment locations. While these unauthorized locations may accept your SCE&G payment, they will charge a fee for doing so, and your payment will be delayed in reaching SCE&G.

CUSTOMER SERVICE

1-800-251-7234

STATEMENT DATE

Jan 5 2017

EXHIBIT B Page 4 of 23

ACCOUNT NUMBER

Page 2 of 3

TOTAL AMOUNT DUE

\$116.91

CURRENT CHARGES

Gas Charges

RATE PLAN

32S - Res Standard Ser

METER READING

Gas Meter read on 01/03/17 at 10:25 am
(Next scheduled read date 2/1/17)

| METER NO. | BILLING PERIOD | DAYS | CURRENT | PREVIOUS | CONSTANT | USAGE (CCF) | BTU FACTOR | THERMS |
|--|---------------------|------|---------|----------|----------|-------------|------------|---------|
| 000916857 | 12/01/16 - 01/03/17 | 33 | 9095 | 9039 | 1 | 56 | 1.0320 = | 58 |
| Basic Facilities Charge | | | | | | | | 10.90 |
| Base - First 8 Therms X \$ 1.110140 | | | | | | | | 8.88 |
| Next 50 Therms X (\$ 1.110140 + \$ 0.186420 WNA) | | | | | | | | 64.83 |
| Franchise Fee 3.00% paid to the Town of Cheraw | | | | | | | | 2.54 |
| Total Gas Charges | | | | | | | | \$87.15 |

Other Charges & Credits

| | |
|-------------------------------|--------|
| Late Payment Charge | 0.44 |
| Total Other Charges & Credits | \$0.44 |

Electronic check conversion. When you provide a check as payment, you authorize us either to use information from your check to make a one-time electronic fund transfer from your account or to process the payment as a check transaction.



www.sceg.com

CUSTOMER SERVICE
1-800-251-7234
STATEMENT DATE
Jan 5 2017

EXHIBIT B Page 5 of 23
ACCOUNT NUMBER
[REDACTED]
Page 3 of 3
TOTAL AMOUNT DUE
\$116.91

IMPORTANT NOTICE

90104

Past Due Amount - The previous bill amount was not paid in full, creating a **"Past Due Amount" of \$29.32**. This amount **must be received by 5:00 PM on 01/19/17** to avoid further credit action, which may include requiring a deposit and/or disconnection of your service.

Current Charges - The **"Current Charges" of \$87.59 must be received by 5:00 PM on 01/25/17** to avoid further credit action which may include requiring a deposit and/or disconnection of your service.

If service is disconnected, the total amount due forelectric and/or natural gas service, a reconnection fee, and a deposit may be required to restore your service.

Please use one or more of the following payment options:

- **ONLINE** at sceg.com (by credit card or directly from your bank account)
- **BY PHONE** using BillMatrix

To contact BillMatrix, call 1-800-450-9160. (There is a fee of \$3.50 per transaction which BillMatrix receives as the provider of this service.) Payments may also be made by mail or by visiting one of our business offices or payment agencies. For your protection, please do not mail cash or place cash in SCE&G's night deposit boxes.

If this notice does not agree with your records, or if you require assistance with payment options, please contact SCE&G immediately at 1-800-251-7234.

Before Service is Disconnected

1. You have the right to a personal interview with an SCE&G representative authorized to accept full payment or assist you in making other payment arrangements prior to disconnection. To arrange an interview, call 1-800-251-7234 between 8:00 AM and 5:00 PM Monday through Friday to reach an SCE&G representative at 220 Operation Way, Cayce, SC 29033.
2. Residential service will not be terminated from December 1 to March 31 if the customer, or a member of his household at the premises being served, furnishes SCE&G, no less than 3 days prior to termination or to the terminating crew at the time of termination, a certificate on a form provided by SCE&G and signed by (i) a licensed physician, stating that termination of electric and/or gas service would be especially dangerous to such person's health, and (ii) the customer, stating that he is unable to pay by installments. A certification expires 31 days after execution by the physician and may be renewed for an additional 30 days no more than 3 times.
3. If you are a residential customer enrolled in SCE&G's White Cross Plus+ Program, then service may only be disconnected in accordance with S.C. Code Ann. § 58-5-1110 and/or § 58-27-2510 et seq., as amended.
4. SCE&G works with its customers, including special needs customers, who require help from local agencies.
5. Call 1-800-251-7234 to have SCE&G investigate any dispute you may have concerning your service. The South Carolina Office of Regulatory Staff is available at 1-800-922-1531 to investigate and review any unresolved disputes between you and SCE&G.

Third Party Notification Program is a safety net that allows others to be aware of a situation that may affect your energy service, especially during extreme weather conditions. This program gives you the option of naming another person (such as a friend, relative, neighbor, clergy or social agency) to receive a copy of any disconnection notice sent to you. **The third party is not responsible for paying the bill.** Call 1-800-251-7234 to enroll.





SERVICE FOR
VADIS FIELDS
120 AGERTON ST
CHERAW SC 29520-3308

EXHIBIT B Page 6 of 23
ACCOUNT NUMBER [REDACTED] Page 1 of 3

TOTAL AMOUNT DUE
\$218.55

www.sceg.com

CUSTOMER SERVICE - 24 HOURS A DAY

1-800-251-7234, toll-free

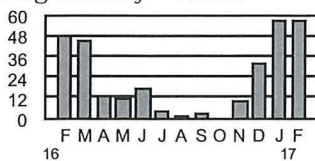
EMERGENCY SERVICE - 24 HOURS A DAY

Gas leaks, downed lines or power outages

1-888-333-4465, toll-free

FEBRUARY STATEMENT GENERATED ON:
Feb 3 2017

Gas Usage History - Therms



| | Feb 16 | Feb 17 |
|------------------------|---------|---------|
| Therms used | 49 | 57 |
| Avg regional temp | 45 | 54 |
| Days in billing period | 29 | 29 |
| Cost | \$58.62 | \$99.89 |

For a complete set of tools to analyze your usage,
log on to sceg.com.

SEE IMPORTANT NOTICE

Your previous bill amount was not paid in full, and your account is now past due.

Steps You Should Take

1. Pay the **"Past Due Amount"** of \$116.91 so that we receive payment by **5:00 PM on 02/16/17**.
2. Pay the **"Current Charges"** of \$101.64 so that we receive payment by **5:00 PM on 02/24/17**.

Risk of Disconnection and/or Credit Action

To avoid further credit action, which may include requiring a deposit and/or disconnection of your service, your "Past Due Amount" and "Current Charges" must be received by the dates shown.

For more details about disconnection, your payment options and your rights, see important notice.

ACCOUNT SUMMARY

| | |
|-------------------------|----------------------|
| Previous Bill Amount | \$116.91 |
| Payment Received | No payments received |
| Current Charges | 101.64 |
| Total Amount Due | \$218.55 |

A late payment charge of 1.5% may be added to any balance remaining 25 days after billing.

SUMMARY OF CURRENT CHARGES

| | |
|------------------------------|-----------------|
| Gas Charges | \$99.89 |
| Other Charges & Credits | 1.75 |
| Total Current Charges | \$101.64 |

PLEASE KEEP THIS PORTION FOR YOUR RECORDS.

PLEASE RETURN THIS PORTION WITH YOUR PAYMENT, MAKING SURE THE RETURN ADDRESS SHOWS IN THE ENVELOPE WINDOW.



Your account is Past Due

| | | | | |
|-----------------------------|---|-----------------------------|---|------------------|
| PAST DUE AMOUNT | + | CURRENT CHARGES | = | TOTAL AMOUNT DUE |
| \$116.91 due 2/16/17 | | \$101.64 due 2/24/17 | | \$218.55 |

ACCOUNT NUMBER

[REDACTED]

A

00000013236 01 N1 034003645 E

VADIS FIELDS
120 AGERTON ST
CHERAW SC 29520-3308

PO Box 100255
Columbia, SC 29202-3255

Please enter amount enclosed.

\$

Write account number on check and make payable to SCE&G.





CUSTOMER SERVICE

ACCOUNT NUMBER

Page 2 of 3

1-800-251-7234

STATEMENT DATE

TOTAL AMOUNT DUE

Feb 3 2017

\$218.55

www.sceg.com

Payment Options

By Mail: Pay by check or money order in the enclosed envelope.

Online: Visit sceg.com to pay directly from your bank account or credit card.

By Phone: Call 1-800-450-9160, toll-free, 24 hours a day to pay using your credit card, debit card or directly from your bank account. There is a fee of \$3.50 per transaction that BillMatrix receives for providing this service. Additional limitations may apply.

Business Office :

FLORENCE OFFICE, 1812 NORTH IRBY ST,
FLORENCE SC 29501

Authorized Payment Agencies:

Visit an authorized payment location near you to pay in person. There is no fee associated with service at an authorized payment location.

PEARL STREET ASSURATAX, 106 PEARL
ST, DARLINGTON SC 29532

ALL SC AND NC WALMARTS

Unauthorized Payment Agencies:

Additional payment centers may exist in your area that are not SCE&G authorized payment locations. While these unauthorized locations may accept your SCE&G payment, they will charge a fee for doing so, and your payment will be delayed in reaching SCE&G.

CURRENT CHARGES

Gas Charges

RATE PLAN

32S - Res Standard Ser

METER READING

Gas Meter read on 02/01/17 at 07:07 am
(Next scheduled read date 3/3/17)

| METER NO. | BILLING PERIOD | DAYS | CURRENT | PREVIOUS | CONSTANT | USAGE (CCF) | BTU FACTOR | THERMS |
|--|---------------------|------|---------|----------|----------|-------------|------------|---------|
| 000916857 | 01/03/17 - 02/01/17 | 29 | 9150 | 9095 | 1 | 55 | 1.0330 = | 57 |
| Basic Facilities Charge | | | | | | | | 10.90 |
| Base - First 8 Therms X \$ 1.144690 | | | | | | | | 9.16 |
| Next 49 Therms X (\$ 1.144690 + \$ 0.425200 WNA) | | | | | | | | 76.92 |
| Franchise Fee 3.00% paid to the Town of Cheraw | | | | | | | | 2.91 |
| Total Gas Charges | | | | | | | | \$99.89 |

Other Charges & Credits

| | |
|-------------------------------|--------|
| Late Payment Charge | 1.75 |
| Total Other Charges & Credits | \$1.75 |

Electronic check conversion. When you provide a check as payment, you authorize us either to use information from your check to make a one-time electronic fund transfer from your account or to process the payment as a check transaction.



www.sceg.com

CUSTOMER SERVICE

1-800-251-7234

STATEMENT DATE

Feb 3 2017

EXHIBIT B Page 8 of 23

ACCOUNT NUMBER

Page 3 of 3

TOTAL AMOUNT DUE

\$218.55

IMPORTANT NOTICE

90104

Past Due Amount - The previous bill amount was not paid in full, creating a **"Past Due Amount" of \$116.91**. This amount **must be received by 5:00 PM on 02/16/17** to avoid further credit action, which may include requiring a deposit and/or disconnection of your service.

Current Charges - The **"Current Charges" of \$101.64 must be received by 5:00 PM on 02/24/17** to avoid further credit action which may include requiring a deposit and/or disconnection of your service.

If service is disconnected, the total amount due forelectric and/or natural gas service, a reconnection fee, and a deposit may be required to restore your service.

Please use one or more of the following payment options:

- **ONLINE** at **sceg.com** (by credit card or directly from your bank account)
- **BY PHONE** using BillMatrix

To contact BillMatrix, call 1-800-450-9160. (There is a fee of \$3.50 per transaction which BillMatrix receives as the provider of this service.) Payments may also be made by mail or by visiting one of our business offices or payment agencies. For your protection, please do not mail cash or place cash in SCE&G's night deposit boxes.

If this notice does not agree with your records, or if you require assistance with payment options, please contact SCE&G immediately at 1-800-251-7234.

Before Service is Disconnected

1. You have the right to a personal interview with an SCE&G representative authorized to accept full payment or assist you in making other payment arrangements prior to disconnection. To arrange an interview, call 1-800-251-7234 between 8:00 AM and 5:00 PM Monday through Friday to reach an SCE&G representative at 220 Operation Way, Cayce, SC 29033.
2. Residential service will not be terminated from December 1 to March 31 if the customer, or a member of his household at the premises being served, furnishes SCE&G, no less than 3 days prior to termination or to the terminating crew at the time of termination, a certificate on a form provided by SCE&G and signed by (i) a licensed physician, stating that termination of electric and/or gas service would be especially dangerous to such person's health, and (ii) the customer, stating that he is unable to pay by installments. A certification expires 31 days after execution by the physician and may be renewed for an additional 30 days no more than 3 times.
3. If you are a residential customer enrolled in SCE&G's White Cross Plus+ Program, then service may only be disconnected in accordance with S.C. Code Ann. § 58-5-1110 and/or § 58-27-2510 et seq., as amended.
4. SCE&G works with its customers, including special needs customers, who require help from local agencies.
5. Call 1-800-251-7234 to have SCE&G investigate any dispute you may have concerning your service. The South Carolina Office of Regulatory Staff is available at 1-800-922-1531 to investigate and review any unresolved disputes between you and SCE&G.

Third Party Notification Program is a safety net that allows others to be aware of a situation that may affect your energy service, especially during extreme weather conditions. This program gives you the option of naming another person (such as a friend, relative, neighbor, clergy or social agency) to receive a copy of any disconnection notice sent to you. **The third party is not responsible for paying the bill.** Call 1-800-251-7234 to enroll.





SERVICE FOR
VADIS FIELDS
120 AGERTON ST
CHERAW SC 29520-3308

EXHIBIT B Page 9 of 23
ACCOUNT NUMBER [REDACTED] Page 1 of 3

TOTAL AMOUNT DUE
\$179.32

www.sceg.com

CUSTOMER SERVICE - 24 HOURS A DAY

1-800-251-7234, toll-free

EMERGENCY SERVICE - 24 HOURS A DAY

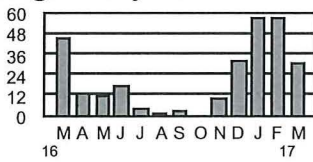
Gas leaks, downed lines or power outages

1-888-333-4465, toll-free

MARCH STATEMENT GENERATED ON:

Mar 7 2017

Gas Usage History - Therms



| | Mar 16 | Mar 17 |
|------------------------|---------|---------|
| Therms used | 45 | 31 |
| Avg regional temp | 49 | 57 |
| Days in billing period | 30 | 30 |
| Cost | \$56.29 | \$60.77 |

For a complete set of tools to analyze your usage, log on to sceg.com.

SEE IMPORTANT NOTICE

Your previous bill amount was not paid in full, and your account is now past due.

Steps You Should Take

1. Pay the **"Past Due Amount"** of \$116.80 so that we receive payment by **5:00 PM on 03/20/17**.
2. Pay the **"Current Charges"** of \$62.52 so that we receive payment by **5:00 PM on 03/24/17**.

Risk of Disconnection and/or Credit Action

To avoid further credit action, which may include requiring a deposit and/or disconnection of your service, your "Past Due Amount" and "Current Charges" must be received by the dates shown.

For more details about disconnection, your payment options and your rights, see important notice.

ACCOUNT SUMMARY

| | |
|-------------------------------------|----------|
| Previous Bill Amount | \$218.55 |
| Payment Received 02/23/17 THANK YOU | -100.00 |
| Adjustments | -1.75 |
| Current Charges | 62.52 |

Total Amount Due \$179.32

A late payment charge of 1.5% may be added to any balance remaining 25 days after billing.

SUMMARY OF CURRENT CHARGES

| | |
|------------------------------|----------------|
| Gas Charges | \$60.77 |
| Other Charges & Credits | 1.75 |
| Total Current Charges | \$62.52 |

PLEASE KEEP THIS PORTION FOR YOUR RECORDS.

PLEASE RETURN THIS PORTION WITH YOUR PAYMENT, MAKING SURE THE RETURN ADDRESS SHOWS IN THE ENVELOPE WINDOW.



Your account is Past Due

| | | | | |
|-----------------------------|---|----------------------------|---|------------------|
| PAST DUE AMOUNT | + | CURRENT CHARGES | = | TOTAL AMOUNT DUE |
| \$116.80 due 3/20/17 | | \$62.52 due 3/24/17 | | \$179.32 |

ACCOUNT NUMBER [REDACTED]

00000012978 01 N1 066003623 E

VADIS FIELDS
120 AGERTON ST
CHERAW SC 29520-3308

PO Box 100255
Columbia, SC 29202-3255

Please enter amount enclosed.

\$

Write account number on check and make payable to SCE&G.





CUSTOMER SERVICE

ACCOUNT NUMBER

Page 2 of 3

1-800-251-7234

STATEMENT DATE

TOTAL AMOUNT DUE

Mar 7 2017

\$179.32

www.sceg.com

Payment Options

By Mail: Pay by check or money order in the enclosed envelope.

Online: Visit sceg.com to pay directly from your bank account or credit card.

By Phone: Call 1-800-450-9160, toll-free, 24 hours a day to pay using your credit card, debit card or directly from your bank account. There is a fee of \$3.50 per transaction that BillMatrix receives for providing this service. Additional limitations may apply.

Business Office :

FLORENCE OFFICE, 1812 NORTH IRBY ST,
FLORENCE SC 29501

Authorized Payment Agencies:

Visit an authorized payment location near you to pay in person. There is no fee associated with service at an authorized payment location.

PEARL STREET ASSURATAX, 106 PEARL ST,
DARLINGTON SC 29532

ALL SC AND NC WALMARTS

Unauthorized Payment Agencies:

Additional payment centers may exist in your area that are not SCE&G authorized payment locations. While these unauthorized locations may accept your SCE&G payment, they will charge a fee for doing so, and your payment will be delayed in reaching SCE&G.

CURRENT CHARGES

Gas Charges

RATE PLAN

32S - Res Standard Ser

METER READING

Gas Meter read on 03/03/17 at 05:27 am

(Next scheduled read date 3/31/17)

| METER NO. | BILLING PERIOD | DAYS | CURRENT | PREVIOUS | CONSTANT | USAGE (CCF) | BTU FACTOR | THERMS |
|--|---------------------|------|---------|----------|----------|-------------|------------|---------|
| 000916857 | 02/01/17 - 03/03/17 | 30 | 9180 | 9150 | 1 | 30 | 1.0340 = | 31 |
| Basic Facilities Charge | | | | | | | | 10.90 |
| Base - First 8 Therms X \$ 1.144690 | | | | | | | | 9.16 |
| Next 23 Therms X (\$ 1.144690 + \$ 0.548290 WNA) | | | | | | | | 38.94 |
| Franchise Fee 3.00% paid to the Town of Cheraw | | | | | | | | 1.77 |
| Total Gas Charges | | | | | | | | \$60.77 |

Other Charges & Credits

| | |
|-------------------------------|--------|
| Late Payment Charge | 1.75 |
| Total Other Charges & Credits | \$1.75 |

ADJUSTMENTS

| | |
|-------------------|---------|
| Refund Interest | -1.75 |
| Total Adjustments | -\$1.75 |

Electronic check conversion. When you provide a check as payment, you authorize us either to use information from your check to make a one-time electronic fund transfer from your account or to process the payment as a check transaction.



www.sceg.com

CUSTOMER SERVICE

1-800-251-7234

STATEMENT DATE

Mar 7 2017

EXHIBIT B Page 11 of 23

ACCOUNT NUMBER

Page 3 of 3

TOTAL AMOUNT DUE

\$179.32

IMPORTANT NOTICE

90104

Past Due Amount - The previous bill amount was not paid in full, creating a **"Past Due Amount" of \$116.80**. This amount **must be received by 5:00 PM on 03/20/17** to avoid further credit action, which may include requiring a deposit and/or disconnection of your service.

Current Charges - The **"Current Charges" of \$62.52 must be received by 5:00 PM on 03/24/17** to avoid further credit action which may include requiring a deposit and/or disconnection of your service.

If service is disconnected, the total amount due forelectric and/or natural gas service, a reconnection fee, and a deposit may be required to restore your service.

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- **ONLINE** at **sceg.com** (by credit card or directly from your bank account)
- **BY PHONE** using BillMatrix

To contact BillMatrix, call 1-800-450-9160. (There is a fee of \$3.50 per transaction which BillMatrix receives as the provider of this service.) Payments may also be made by mail or by visiting one of our business offices or payment agencies. For your protection, please do not mail cash or place cash in SCE&G's night deposit boxes.

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3. If you are a residential customer enrolled in SCE&G's White Cross Plus+ Program, then service may only be disconnected in accordance with S.C. Code Ann. § 58-5-1110 and/or § 58-27-2510 et seq., as amended.
4. SCE&G works with its customers, including special needs customers, who require help from local agencies.
5. Call 1-800-251-7234 to have SCE&G investigate any dispute you may have concerning your service. The South Carolina Office of Regulatory Staff is available at 1-800-922-1531 to investigate and review any unresolved disputes between you and SCE&G.

Third Party Notification Program is a safety net that allows others to be aware of a situation that may affect your energy service, especially during extreme weather conditions. This program gives you the option of naming another person (such as a friend, relative, neighbor, clergy or social agency) to receive a copy of any disconnection notice sent to you. **The third party is not responsible for paying the bill.** Call 1-800-251-7234 to enroll.





SERVICE FOR
VADIS FIELDS
120 AGERTON ST
CHERAW SC 29520-3308

EXHIBIT B Page 12 of 23
ACCOUNT NUMBER [REDACTED] Page 1 of 3

TOTAL AMOUNT DUE
\$132.44

www.sceg.com

CUSTOMER SERVICE - 24 HOURS A DAY

1-800-251-7234, toll-free

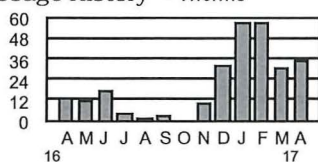
EMERGENCY SERVICE - 24 HOURS A DAY

Gas leaks, downed lines or power outages

1-888-333-4465, toll-free

APRIL STATEMENT GENERATED ON:
Apr 4 2017

Gas Usage History - Therms



| | Apr 16 | Apr 17 |
|------------------------|---------|---------|
| Therms used | 13 | 35 |
| Avg regional temp | 63 | 57 |
| Days in billing period | 32 | 28 |
| Cost | \$30.06 | \$51.93 |

For a complete set of tools to analyze your usage, log on to sceg.com.

SEE IMPORTANT NOTICE

Your previous bill amount was not paid in full, and your account is now past due.

Steps You Should Take

1. Pay the "**Past Due Amount**" of \$79.32 so that we receive payment by **5:00 PM on 04/18/17**.
2. Pay the "**Current Charges**" of \$53.12 so that we receive payment by **5:00 PM on 04/26/17**.

Risk of Disconnection and/or Credit Action

To avoid further credit action, which may include requiring a deposit and/or disconnection of your service, your "Past Due Amount" and "Current Charges" must be received by the dates shown.

For more details about disconnection, your payment options and your rights, see important notice.

ACCOUNT SUMMARY

| | |
|-------------------------------------|-----------------|
| Previous Bill Amount | \$179.32 |
| Payment Received 03/22/17 THANK YOU | -100.00 |
| Current Charges | 53.12 |
| Total Amount Due | \$132.44 |

A late payment charge of 1.5% may be added to any balance remaining 25 days after billing.

SUMMARY OF CURRENT CHARGES

| | |
|------------------------------|----------------|
| Gas Charges | \$51.93 |
| Other Charges & Credits | 1.19 |
| Total Current Charges | \$53.12 |

PLEASE KEEP THIS PORTION FOR YOUR RECORDS.

PLEASE RETURN THIS PORTION WITH YOUR PAYMENT, MAKING SURE THE RETURN ADDRESS SHOWS IN THE ENVELOPE WINDOW.



Your account is Past Due

| | | | | |
|----------------------------|---|----------------------------|---|------------------|
| PAST DUE AMOUNT | + | CURRENT CHARGES | = | TOTAL AMOUNT DUE |
| \$79.32 due 4/18/17 | | \$53.12 due 4/26/17 | | \$132.44 |

ACCOUNT NUMBER

[REDACTED]

A

00000013415 01 N1 094003599 E

00000101

VADIS FIELDS
120 AGERTON ST
CHERAW SC 29520-3308

PO Box 100255
Columbia, SC 29202-3255

Please enter amount enclosed.

\$

Write account number on check and make payable to SCE&G.





www.sceg.com

Payment Options

By Mail: Pay by check or money order in the enclosed envelope.

Online: Visit sceg.com to pay directly from your bank account or credit card.

By Phone: Call 1-800-450-9160, toll-free, 24 hours a day to pay using your credit card, debit card or directly from your bank account. There is a fee of \$3.50 per transaction that BillMatrix receives for providing this service. Additional limitations may apply.

Business Office :

FLORENCE OFFICE, 1812 NORTH IRBY ST,
FLORENCE SC 29501

Authorized Payment Agencies:

Visit an authorized payment location near you to pay in person. There is no fee associated with service at an authorized payment location.

PEARL STREET ASSURATAX, 106 PEARL
ST, DARLINGTON SC 29532

ALL SC AND NC WALMARTS

Unauthorized Payment Agencies:

Additional payment centers may exist in your area that are not SCE&G authorized payment locations. While these unauthorized locations may accept your SCE&G payment, they will charge a fee for doing so, and your payment will be delayed in reaching SCE&G.

CUSTOMER SERVICE

1-800-251-7234

STATEMENT DATE

Apr 4 2017

EXHIBIT B Page 13 of 23

ACCOUNT NUMBER

Page 2 of 3

TOTAL AMOUNT DUE

\$132.44

CURRENT CHARGES

Gas Charges

RATE PLAN

32S - Res Standard Ser

METER READING

Gas Meter read on 03/31/17 at 06:09 am

(Next scheduled read date 5/3/17)

| METER NO. | BILLING PERIOD | DAYS | CURRENT | PREVIOUS | CONSTANT | USAGE (CCF) | BTU FACTOR | THERMS |
|--|---------------------|------|---------|----------|----------|-------------|------------|---------|
| 000916857 | 03/03/17 - 03/31/17 | 28 | 9214 | 9180 | 1 | 34 | 1.0300 = | 35 |
| Basic Facilities Charge | | | | | | | | 10.90 |
| Base - First 8 Therms X \$ 1.144690 | | | | | | | | 9.16 |
| Next 27 Therms X (\$ 1.144690 - \$ 0.020310 WNA) | | | | | | | | 30.36 |
| Franchise Fee 3.00% paid to the Town of Cheraw | | | | | | | | 1.51 |
| Total Gas Charges | | | | | | | | \$51.93 |

Other Charges & Credits

| | |
|-------------------------------|--------|
| Late Payment Charge | 1.19 |
| Total Other Charges & Credits | \$1.19 |

Electronic check conversion. When you provide a check as payment, you authorize us either to use information from your check to make a one-time electronic fund transfer from your account or to process the payment as a check transaction.



www.sceg.com

CUSTOMER SERVICE

1-800-251-7234

STATEMENT DATE

Apr 4 2017

EXHIBIT B Page 14 of 23

ACCOUNT NUMBER

Page 3 of 3

TOTAL AMOUNT DUE

\$132.44

IMPORTANT NOTICE

90104

Past Due Amount - The previous bill amount was not paid in full, creating a **"Past Due Amount" of \$79.32**. This amount **must be received by 5:00 PM on 04/18/17** to avoid further credit action, which may include requiring a deposit and/or disconnection of your service.

Current Charges - The **"Current Charges" of \$53.12 must be received by 5:00 PM on 04/26/17** to avoid further credit action which may include requiring a deposit and/or disconnection of your service.

If service is disconnected, the total amount due forelectric and/or natural gas service, a reconnection fee, and a deposit may be required to restore your service.

Please use one or more of the following payment options:

- **ONLINE** at **sceg.com** (by credit card or directly from your bank account)
- **BY PHONE** using BillMatrix

To contact BillMatrix, call 1-800-450-9160. (There is a fee of \$3.50 per transaction which BillMatrix receives as the provider of this service.) Payments may also be made by mail or by visiting one of our business offices or payment agencies. For your protection, please do not mail cash or place cash in SCE&G's night deposit boxes.

If this notice does not agree with your records, or if you require assistance with payment options, please contact SCE&G immediately at 1-800-251-7234.

Before Service is Disconnected

1. You have the right to a personal interview with an SCE&G representative authorized to accept full payment or assist you in making other payment arrangements prior to disconnection. To arrange an interview, call 1-800-251-7234 between 8:00 AM and 5:00 PM Monday through Friday to reach an SCE&G representative at 220 Operation Way, Cayce, SC 29033.
2. Residential service will not be terminated from December 1 to March 31 if the customer, or a member of his household at the premises being served, furnishes SCE&G, no less than 3 days prior to termination or to the terminating crew at the time of termination, a certificate on a form provided by SCE&G and signed by (i) a licensed physician, stating that termination of electric and/or gas service would be especially dangerous to such person's health, and (ii) the customer, stating that he is unable to pay by installments. A certification expires 31 days after execution by the physician and may be renewed for an additional 30 days no more than 3 times.
3. If you are a residential customer enrolled in SCE&G's White Cross Plus+ Program, then service may only be disconnected in accordance with S.C. Code Ann. § 58-5-1110 and/or § 58-27-2510 et seq., as amended.
4. SCE&G works with its customers, including special needs customers, who require help from local agencies.
5. Call 1-800-251-7234 to have SCE&G investigate any dispute you may have concerning your service. The South Carolina Office of Regulatory Staff is available at 1-800-922-1531 to investigate and review any unresolved disputes between you and SCE&G.

Third Party Notification Program is a safety net that allows others to be aware of a situation that may affect your energy service, especially during extreme weather conditions. This program gives you the option of naming another person (such as a friend, relative, neighbor, clergy or social agency) to receive a copy of any disconnection notice sent to you. **The third party is not responsible for paying the bill.** Call 1-800-251-7234 to enroll.





SERVICE FOR
VADIS FIELDS
120 AGERTON ST
CHERAW SC 29520-3308

EXHIBIT B Page 15 of 23
ACCOUNT NUMBER [REDACTED] Page 1 of 3

TOTAL AMOUNT DUE
\$160.98

www.sceg.com

CUSTOMER SERVICE - 24 HOURS A DAY

1-800-251-7234, toll-free

EMERGENCY SERVICE - 24 HOURS A DAY

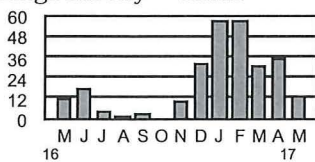
Gas leaks, downed lines or power outages

1-888-333-4465, toll-free

MAY STATEMENT GENERATED ON:

May 5 2017

Gas Usage History - Therms



| | May 16 | May 17 |
|------------------------|---------|---------|
| Therms used | 12 | 13 |
| Avg regional temp | 67 | 70 |
| Days in billing period | 29 | 33 |
| Cost | \$23.10 | \$26.55 |

For a complete set of tools to analyze your usage, log on to sceg.com.

SEE IMPORTANT NOTICE

Your previous bill amount was not paid in full, and your account is now past due.

Steps You Should Take

1. Pay the "Past Due Amount" of \$132.44 so that we receive payment by **5:00 PM on 05/18/17**.
2. Pay the "Current Charges" of \$28.54 so that we receive payment by **5:00 PM on 05/26/17**.

Risk of Disconnection and/or Credit Action

To avoid further credit action, which may include requiring a deposit and/or disconnection of your service, your "Past Due Amount" and "Current Charges" must be received by the dates shown.

For more details about disconnection, your payment options and your rights, see important notice.

ACCOUNT SUMMARY

| | |
|----------------------|----------------------|
| Previous Bill Amount | \$132.44 |
| Payment Received | No payments received |
| Current Charges | 28.54 |
| Total Amount Due | \$160.98 |

A late payment charge of 1.5% may be added to any balance remaining 25 days after billing.

SUMMARY OF CURRENT CHARGES

| | |
|-------------------------|---------|
| Gas Charges | \$26.55 |
| Other Charges & Credits | 1.99 |
| Total Current Charges | \$28.54 |

PLEASE KEEP THIS PORTION FOR YOUR RECORDS.

PLEASE RETURN THIS PORTION WITH YOUR PAYMENT, MAKING SURE THE RETURN ADDRESS SHOWS IN THE ENVELOPE WINDOW.

ACCOUNT NUMBER

[REDACTED]

Your account is Past Due

| | | | | |
|----------------------|---|---------------------|---|------------------|
| PAST DUE AMOUNT | + | CURRENT CHARGES | = | TOTAL AMOUNT DUE |
| \$132.44 due 5/18/17 | | \$28.54 due 5/26/17 | | \$160.98 |

A

00000013213 01 N1 125003577 E



VADIS FIELDS
120 AGERTON ST
CHERAW SC 29520-3308

PO Box 100255
Columbia, SC 29202-3255

Please enter amount enclosed.

\$ [REDACTED]

Write account number on check and make payable to SCE&G.





www.sceg.com

Payment Options

By Mail: Pay by check or money order in the enclosed envelope.

Online: Visit sceg.com to pay directly from your bank account or credit card.

By Phone: Call 1-800-450-9160, toll-free, 24 hours a day to pay using your credit card, debit card or directly from your bank account. There is a fee of \$3.50 per transaction that BillMatrix receives for providing this service. Additional limitations may apply.

Business Office :

FLORENCE OFFICE, 1812 NORTH IRBY ST,
FLORENCE SC 29501

Authorized Payment Agencies:

Visit an authorized payment location near you to pay in person. There is no fee associated with service at an authorized payment location.

PEARL STREET ASSURATAX, 106 PEARL ST,
DARLINGTON SC 29532

ALL SC AND NC WALMARTS

Unauthorized Payment Agencies:

Additional payment centers may exist in your area that are not SCE&G authorized payment locations. While these unauthorized locations may accept your SCE&G payment, they will charge a fee for doing so, and your payment will be delayed in reaching SCE&G.

CUSTOMER SERVICE

1-800-251-7234

STATEMENT DATE

May 5 2017

EXHIBIT B Page 16 of 23

ACCOUNT NUMBER

Page 2 of 3

TOTAL AMOUNT DUE

\$160.98

CURRENT CHARGES

Gas Charges

RATE PLAN

32S - Res Standard Ser

METER READING

Gas Meter read on 05/03/17 at 05:55 am

(Next scheduled read date 6/5/17)

| METER NO. | BILLING PERIOD | DAYS | CURRENT | PREVIOUS | CONSTANT | USAGE (CCF) | BTU FACTOR | THERMS |
|--|---------------------|------|---------|----------|----------|-------------|------------|---------|
| 000916857 | 03/31/17 - 05/03/17 | 33 | 9227 | 9214 | 1 | 13 | 1.0240 = | 13 |
| Basic Facilities Charge | | | | | | | | 10.90 |
| Base - 13 Therms X \$ 1.144690 | | | | | | | | 14.88 |
| Franchise Fee 3.00% paid to the Town of Cheraw | | | | | | | | 0.77 |
| Total Gas Charges | | | | | | | | \$26.55 |

Other Charges & Credits

| | |
|-------------------------------|--------|
| Late Payment Charge | 1.99 |
| Total Other Charges & Credits | \$1.99 |

Electronic check conversion. When you provide a check as payment, you authorize us either to use information from your check to make a one-time electronic fund transfer from your account or to process the payment as a check transaction.



www.sceg.com

CUSTOMER SERVICE

1-800-251-7234

STATEMENT DATE

May 5 2017

EXHIBIT B Page 17 of 23

ACCOUNT NUMBER

Page 3 of 3

TOTAL AMOUNT DUE

\$160.98

IMPORTANT NOTICE

90104

Past Due Amount - The previous bill amount was not paid in full, creating a **"Past Due Amount" of \$132.44**. This amount **must be received by 5:00 PM on 05/18/17** to avoid further credit action, which may include requiring a deposit and/or disconnection of your service.

Current Charges - The **"Current Charges" of \$28.54 must be received by 5:00 PM on 05/26/17** to avoid further credit action which may include requiring a deposit and/or disconnection of your service.

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To contact BillMatrix, call 1-800-450-9160. (There is a fee of \$3.50 per transaction which BillMatrix receives as the provider of this service.) Payments may also be made by mail or by visiting one of our business offices or payment agencies. For your protection, please do not mail cash or place cash in SCE&G's night deposit boxes.

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2. Residential service will not be terminated from December 1 to March 31 if the customer, or a member of his household at the premises being served, furnishes SCE&G, no less than 3 days prior to termination or to the terminating crew at the time of termination, a certificate on a form provided by SCE&G and signed by (i) a licensed physician, stating that termination of electric and/or gas service would be especially dangerous to such person's health, and (ii) the customer, stating that he is unable to pay by installments. A certification expires 31 days after execution by the physician and may be renewed for an additional 30 days no more than 3 times.
3. If you are a residential customer enrolled in SCE&G's White Cross Plus+ Program, then service may only be disconnected in accordance with S.C. Code Ann. § 58-5-1110 and/or § 58-27-2510 et seq., as amended.
4. SCE&G works with its customers, including special needs customers, who require help from local agencies.
5. Call 1-800-251-7234 to have SCE&G investigate any dispute you may have concerning your service. The South Carolina Office of Regulatory Staff is available at 1-800-922-1531 to investigate and review any unresolved disputes between you and SCE&G.

Third Party Notification Program is a safety net that allows others to be aware of a situation that may affect your energy service, especially during extreme weather conditions. This program gives you the option of naming another person (such as a friend, relative, neighbor, clergy or social agency) to receive a copy of any disconnection notice sent to you. **The third party is not responsible for paying the bill.** Call 1-800-251-7234 to enroll.





SERVICE FOR
VADIS FIELDS
120 AGERTON ST
CHERAW SC 29520-3308

EXHIBIT B Page 18 of 23
ACCOUNT NUMBER [REDACTED] Page 1 of 3

TOTAL AMOUNT DUE
\$112.88

www.sceg.com

CUSTOMER SERVICE - 24 HOURS A DAY

1-800-251-7234, toll-free

EMERGENCY SERVICE - 24 HOURS A DAY

Gas leaks, downed lines or power outages

1-888-333-4465, toll-free

JUNE STATEMENT GENERATED ON:

Jun 7 2017

Gas Usage History - Therms



| | Jun 16 | Jun 17 |
|------------------------|---------|---------|
| Therms used | 18 | 7 |
| Avg regional temp | 73 | 75 |
| Days in billing period | 31 | 28 |
| Cost | \$29.04 | \$19.48 |

For a complete set of tools to analyze your usage, log on to sceg.com.

SEE IMPORTANT NOTICE

Your previous bill amount was not paid in full, and your account is now past due.

Steps You Should Take

1. Pay the "Past Due Amount" of \$27.98 so that we receive payment by **5:00 PM on 06/20/17**.
2. Pay the "Current Charges" of \$84.90 so that we receive payment by **5:00 PM on 06/26/17**.

Risk of Disconnection and/or Credit Action

To avoid further credit action, which may include requiring a deposit and/or disconnection of your service, your "Past Due Amount" and "Current Charges" must be received by the dates shown.

For more details about disconnection, your payment options and your rights, see important notice.

ACCOUNT SUMMARY

| | |
|-------------------------------------|-----------|
| Previous Bill Amount | \$ 160.98 |
| Payment Received 05/30/17 THANK YOU | -158.00 |
| Adjustments | + 25.00 |
| Current Charges | 84.90 |

Total Amount Due \$112.88

A late payment charge of 1.5% may be added to any balance remaining 25 days after billing.

SUMMARY OF CURRENT CHARGES

| | |
|------------------------------|----------------|
| Gas Charges | \$19.48 |
| Other Charges & Credits | 65.42 |
| Total Current Charges | \$84.90 |

PLEASE KEEP THIS PORTION FOR YOUR RECORDS.

PLEASE RETURN THIS PORTION WITH YOUR PAYMENT, MAKING SURE THE RETURN ADDRESS SHOWS IN THE ENVELOPE WINDOW.



Your account is Past Due

| | | | | |
|---------------------|---|---------------------|---|------------------|
| PAST DUE AMOUNT | + | CURRENT CHARGES | = | TOTAL AMOUNT DUE |
| \$27.98 due 6/20/17 | | \$84.90 due 6/26/17 | | \$112.88 |

ACCOUNT NUMBER [REDACTED]

A 00000014097 01 N1 158003547 E

VADIS FIELDS
120 AGERTON ST
CHERAW SC 29520-3308

PO Box 100255
Columbia, SC 29202-3255

Please enter amount enclosed.

\$

Write account number on check and make payable to SCE&G.





www.sceg.com

Payment Options

By Mail: Pay by check or money order in the enclosed envelope.

Online: Visit sceg.com to pay directly from your bank account or credit card.

By Phone: Call 1-800-450-9160, toll-free, 24 hours a day to pay using your credit card, debit card or directly from your bank account. There is a fee of \$3.50 per transaction that BillMatrix receives for providing this service. Additional limitations may apply.

Business Office :

FLORENCE OFFICE, 1812 NORTH IRBY ST,
FLORENCE SC 29501

Authorized Payment Agencies:

Visit an authorized payment location near you to pay in person. There is no fee associated with service at an authorized payment location.

PEARL STREET ASSURATAX, 106 PEARL
ST, DARLINGTON SC 29532

ALL SC AND NC WALMARTS

Unauthorized Payment Agencies:

Additional payment centers may exist in your area that are not SCE&G authorized payment locations. While these unauthorized locations may accept your SCE&G payment, they will charge a fee for doing so, and your payment will be delayed in reaching SCE&G.

CUSTOMER SERVICE

1-800-251-7234

STATEMENT DATE

Jun 7 2017

TOTAL AMOUNT DUE

\$112.88

CURRENT CHARGES

Gas Charges

RATE PLAN

32S - Res Standard Ser

METER READING

Gas Meter read on 06/05/17 at 05:24 am
(Next scheduled read date 7/3/17)

| METER NO. | BILLING PERIOD | DAYS | CURRENT | PREVIOUS | CONSTANT | USAGE (CCF) | BTU FACTOR | THERMS |
|--|---------------------|------|---------|----------|----------|-------------|------------|---------|
| 000916857 | 05/03/17 - 06/05/17 | 28 | 9234 | 9227 | 1 | 7 | 1.0340 = | 7 |
| Basic Facilities Charge | | | | | | | | 10.90 |
| Base - 7 Therms X \$ 1.144690 | | | | | | | | 8.01 |
| Franchise Fee 3.00% paid to the Town of Cheraw | | | | | | | | 0.57 |
| Total Gas Charges | | | | | | | | \$19.48 |

Other Charges & Credits

| | |
|-------------------------------|---------|
| Deposit | 65.00 |
| Late Payment Charge | 0.42 |
| Total Other Charges & Credits | \$65.42 |

ADJUSTMENTS

| | |
|-------------------|---------|
| Reconnect Charge | 25.00 |
| Total Adjustments | \$25.00 |

Electronic check conversion. When you provide a check as payment, you authorize us either to use information from your check to make a one-time electronic fund transfer from your account or to process the payment as a check transaction.



www.sceg.com

CUSTOMER SERVICE

1-800-251-7234

STATEMENT DATE

Jun 7 2017

EXHIBIT B Page 20 of 23

ACCOUNT NUMBER

Page 3 of 3

TOTAL AMOUNT DUE

\$112.88

IMPORTANT NOTICE

90104

Past Due Amount - The previous bill amount was not paid in full, creating a **"Past Due Amount" of \$27.98**. This amount **must be received by 5:00 PM on 06/20/17** to avoid further credit action, which may include requiring a deposit and/or disconnection of your service.

Current Charges - The **"Current Charges" of \$84.90 must be received by 5:00 PM on 06/26/17** to avoid further credit action which may include requiring a deposit and/or disconnection of your service.

If service is disconnected, the total amount due forelectric and/or natural gas service, a reconnection fee, and a deposit may be required to restore your service.

Please use one or more of the following payment options:

- **ONLINE** at **sceg.com** (by credit card or directly from your bank account)
- **BY PHONE** using BillMatrix

To contact BillMatrix, call 1-800-450-9160. (There is a fee of \$3.50 per transaction which BillMatrix receives as the provider of this service.) Payments may also be made by mail or by visiting one of our business offices or payment agencies. For your protection, please do not mail cash or place cash in SCE&G's night deposit boxes.

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2. Residential service will not be terminated from December 1 to March 31 if the customer, or a member of his household at the premises being served, furnishes SCE&G, no less than 3 days prior to termination or to the terminating crew at the time of termination, a certificate on a form provided by SCE&G and signed by (i) a licensed physician, stating that termination of electric and/or gas service would be especially dangerous to such person's health, and (ii) the customer, stating that he is unable to pay by installments. A certification expires 31 days after execution by the physician and may be renewed for an additional 30 days no more than 3 times.
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SERVICE FOR
VADIS FIELDS
120 AGERTON ST
CHERAW SC 29520-3308

EXHIBIT B Page 21 of 23
ACCOUNT NUMBER [REDACTED] Page 1 of 3

TOTAL AMOUNT DUE
\$125.80

www.sceg.com

CUSTOMER SERVICE - 24 HOURS A DAY

1-800-251-7234, toll-free

EMERGENCY SERVICE - 24 HOURS A DAY

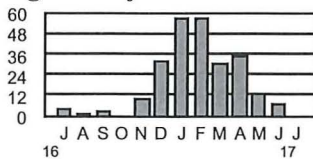
Gas leaks, downed lines or power outages

1-888-333-4465, toll-free

JULY STATEMENT GENERATED ON:

Jul 6 2017

Gas Usage History - Therms



| | Jul 16 | Jul 17 |
|------------------------|---------|---------|
| Therms used | 4 | 0 |
| Avg regional temp | 83 | 80 |
| Days in billing period | 28 | 28 |
| Cost | \$15.18 | \$11.23 |

For a complete set of tools to analyze your usage, log on to sceg.com.

SEE IMPORTANT NOTICE

Your previous bill amount was not paid in full, and your account is now past due.

Steps You Should Take

1. Pay the "Past Due Amount" of \$112.88 so that we receive payment by **5:00 PM on 07/19/17**.
2. Pay the "Current Charges" of \$12.92 so that we receive payment by **5:00 PM on 07/27/17**.

Risk of Disconnection and/or Credit Action

To avoid further credit action, which may include requiring a deposit and/or disconnection of your service, your "Past Due Amount" and "Current Charges" must be received by the dates shown.

For more details about disconnection, your payment options and your rights, see important notice.

ACCOUNT SUMMARY

| | |
|----------------------|----------------------|
| Previous Bill Amount | \$112.88 |
| Payment Received | No payments received |
| Current Charges | 12.92 |

Total Amount Due \$125.80

A late payment charge of 1.5% may be added to any balance remaining 25 days after billing.

SUMMARY OF CURRENT CHARGES

| | |
|------------------------------|----------------|
| Gas Charges | \$11.23 |
| Other Charges & Credits | 1.69 |
| Total Current Charges | \$12.92 |

PLEASE KEEP THIS PORTION FOR YOUR RECORDS.

PLEASE RETURN THIS PORTION WITH YOUR PAYMENT, MAKING SURE THE RETURN ADDRESS SHOWS IN THE ENVELOPE WINDOW.

ACCOUNT NUMBER

[REDACTED]

Your account is Past Due

| | | | | |
|----------------------|---|---------------------|---|------------------|
| PAST DUE AMOUNT | + | CURRENT CHARGES | = | TOTAL AMOUNT DUE |
| \$112.88 due 7/19/17 | | \$12.92 due 7/27/17 | | \$125.80 |

A

00000013990 01 N1 187003527 E

VADIS FIELDS
120 AGERTON ST
CHERAW SC 29520-3308

PO Box 100255
Columbia, SC 29202-3255

Please enter amount enclosed.

\$ [REDACTED]

Write account number on check and make payable to SCE&G.





www.sceg.com

Payment Options

By Mail: Pay by check or money order in the enclosed envelope.

Online: Visit sceg.com to pay directly from your bank account or credit card.

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CUSTOMER SERVICE

1-800-251-7234

STATEMENT DATE

Jul 6 2017

EXHIBIT B Page 22 of 23

ACCOUNT NUMBER

Page 2 of 3

TOTAL AMOUNT DUE

\$125.80

CURRENT CHARGES

Gas Charges

RATE PLAN

32S - Res Standard Ser

METER READING

Gas Meter read on 07/03/17 at 05:00 am

(Next scheduled read date 8/3/17)

| METER NO. | BILLING PERIOD | DAYS | CURRENT | PREVIOUS | CONSTANT | USAGE (CCF) | BTU FACTOR | THERMS |
|--|---------------------|------|---------|----------|----------|-------------|------------|---------|
| 000916857 | 06/05/17 - 07/03/17 | 28 | 9234 | 9234 | 1 | 0 | 1.0320 = | 0 |
| Basic Facilities Charge | | | | | | | | 10.90 |
| Base - 0 Therms X \$ 1.144690 | | | | | | | | 0.00 |
| Franchise Fee 3.00% paid to the Town of Cheraw | | | | | | | | 0.33 |
| Total Gas Charges | | | | | | | | \$11.23 |

Other Charges & Credits

| | |
|-------------------------------|--------|
| Late Payment Charge | 1.69 |
| Total Other Charges & Credits | \$1.69 |

Electronic check conversion. When you provide a check as payment, you authorize us either to use information from your check to make a one-time electronic fund transfer from your account or to process the payment as a check transaction.



www.sceg.com

CUSTOMER SERVICE

1-800-251-7234

STATEMENT DATE

Jul 6 2017

EXHIBIT B Page 23 of 23

ACCOUNT NUMBER

Page 3 of 3

TOTAL AMOUNT DUE

\$125.80

IMPORTANT NOTICE

90104

Past Due Amount - The previous bill amount was not paid in full, creating a **"Past Due Amount" of \$112.88**. This amount **must be received by 5:00 PM on 07/19/17** to avoid further credit action, which may include requiring a deposit and/or disconnection of your service.

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SCE&G GAS METER TEST RESULTS

Meter Number: 916857 (removed)
Customer: Vadis Fields (James Malloy)
Service Address: 120 Agerton St
City, State, Zip: Cheraw, SC 29520

Test Date: 07/27/17
Tested By: 36655
Account No: [REDACTED]

| | Fast | Slow |
|----------|------|------|
| Open: | | 99.2 |
| Check: | | 99.0 |
| Average: | | 99.1 |
| | | |

In Meter Read: 9234
Out Meter Read: 9234

Test Results: Meter tested within acceptable range.

SCE&G Customer Service

C. DUKES SCOTT
EXECUTIVE DIRECTOR

1401 Main Street, Suite 900
Columbia, SC 29201



NANETTE S. EDWARDS
DEPUTY EXECUTIVE DIRECTOR

Toll Free: 1-800-922-1531
www.regulatorystaffsc.gov

July 11, 2017

April B. Sharpe
Manager of Consumer Services

Mr. James Malloy
120 Agerton St
Cheraw, SC 29520

ORS File No. 2017-E-1359

Dear Mr. Malloy:

This letter is in response to your written complaint against South Carolina Electric & Gas ("SCE&G" or "Company") received on June 28, 2017 via mail. In your complaint you stated that SCE&G disconnected your service in error and you felt you were being overcharged.

The ORS contacted SCE&G and advised the company of your request. Please find enclosed a copy of the letter provided by SCE&G that explains the company's position and shows that your final notice advised that payment must be received by 5:00 pm on May 24, 2017 in order to avoid disconnection of service but payment did not post to your account until May 30, 2017. In SCE&G's letter, the company also advised that your higher usage occurred during the winter months and your higher bills were a result of slow and partial payments. SCE&G advised that a payment arrangement was setup between you and SCE&G with payment due by July 6, 2017.

The ORS investigation has determined the Company's action in the matter complies with the PSC ("Public Service Commission") regulation on disconnection for non-pay.

Please be advised, you have the right to file a petition and request a hearing before the PSC if you are unable to resolve your complaint by working with the utility or the ORS. To file your complaint with the PSC, complete the Complaint Form, found on the PSC's website at www.psc.sc.gov.

Regards,


Takisha Waller, Investigator
Consumer Services
Office of Regulatory Staff

Enclosures: Copy of the letter provided by SCE&G

cc. SCE&G (via e-mail)



June 29, 2017

Subject: SCE&G Complaint: Vadis Fields (James Malloy-Roommate) 120 Agerton St, Cheraw, SC 29520
Residential Gas Only Account: [REDACTED]

James Malloy filed a complaint with the SC Office of Regulatory Staff (ORS) on or about June 28, 2017, stating that SCE&G cut his gas off on May 25, 2017, but the statement indicated it was to be cut off on May 26, 2017. Mr. Malloy states that his gas was off for six days, and his bill is high, and he thinks the gas meter is defective.

This gas only account in the name of Vadis Fields started service on January 4, 2013. James Malloy has called numerous times about the account and was advised on November 4, 2015, to get the service in his name since he stated the account holder was no longer there. As an alternative, the SCE&G customer representative suggested that Mr. Malloy request the account holder to add him to the account to conduct business. Ms. Fields contacted SCE&G on June 21, 2017, to have Mr. Malloy added to the account.

The May 5, 2017, bill (see attached) included an Important Notice that \$132.44 needed to be received by 5:00 p.m. on 05/18/17. The May 18, 2017, Final Notice (see attached) stated that the past due amount of \$132.44 needed to be received by 5:00 p.m. on 05/24/17 or the service was scheduled to be disconnected. The gas was turned off on May 25, 2017.

Mr. Malloy states that a payment was made on May 26, 2017, but the payment did not post to the account until May 30, 2017. Typically, a non-SCE&G authorized agency (IGA) payment posts between 3-5 business days later. The gas was turned on May 30, 2017 after the payment posted that day.

The higher usage for this location occurred during the winter months (see billing, usage and payment history). The higher bills are due to the payment history - the account has had a past due balance '8' out of the last '12' months. The customer currently has a short-term arrangement of \$112.88 due by July 6, 2017.

Regards,

SCE&G Customer Service

Letter sent electronically to: SC Office of Regulatory Staff (ORS), Takisha Waller - Investigator
Attachments: May 2017 customer bill; May 18, 2017 Final Notice;
Billing Usage and Payment History

BEFORE
THE PUBLIC SERVICE COMMISSION OF
SOUTH CAROLINA
DOCKET NO. 2017-232-G

IN RE:

| | | |
|---------------------------------------|---|-----------------------|
| James Madison Malloy, Sr., |) | |
| |) | |
| Complainant/Petitioner |) | CERTIFICATE OF |
| |) | SERVICE |
| v. |) | |
| |) | |
| South Carolina Electric & Gas Company |) | |
| |) | |
| Defendant/Respondent. |) | |
| _____ |) | |

This is the certify that I have caused to be served this day one (1) copy of South Carolina Electric & Gas Company's **Answer and Motion to Dismiss** to the persons named below via electronic mail and U.S. First Class Mail at the addresses set forth:

James Madison Malloy, Sr.
120 Agerton Street
Cheraw, SC 29520
james.malloy@att.net

Dawn Hipp
Office of Regulatory Staff
1401 Main Street, Suite 900
Columbia, SC 29201
dhipp@regstaff.sc.gov

Jenny R. Pittman, Esquire
Office of Regulatory Staff
1401 Main Street, Suite 900
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jpittman@regstaff.sc.gov


Karen M. Scruggs

Cayce, South Carolina

This 31st day of July 2017